

Service Area Plan

The Library Of Virginia

Management of Public Records (13701)

Service Area Background Information

Service Area Description

Under the Virginia Public Records Act, the Library of Virginia has the responsibility for managing the records generated by all agencies and branches of state and local government. The Library consults with a network of more than 1,800 records officers across the state to develop retention schedules for agency documents; trains agency records officers in records management principles, practices, legislative requirements, disaster planning, and business recovery; operates a State Records Center that offers secure, low-cost storage for inactive records and security microfilm; provides confidential shredding services for the destruction of outdated records; and arranges for the transfer of records with permanent historical value to the state archives.

Service Area Alignment to Mission

This service area is critical in fulfilling the Library's mission to provide citizens with the most comprehensive information resources about their history and government and to preserve Virginia's historical and cultural legacy. The effective and efficient management of Virginia's public records ensures government information will be retained and available to Virginians when they need it and records of great historical significance will be permanently preserved. This service area also aligns with the Library's goal to manage and preserve Virginia's public records effectively and the sixth long-term objective of the Council on Virginia's Future, to "protect, conserve, and wisely develop our natural, historical, and cultural resources."

Service Area Statutory Authority

§42.1-76 through 42.1-91, known as the Virginia Public Records Act, establishes a single body of law applicable to all public officers and employees on the subject of public records management and preservation and attempts to ensure that the procedures used to manage and preserve public records will be uniform throughout the Commonwealth. §42.1-86 directs the Librarian of Virginia to establish and maintain a program for the selection and preservation of public records considered essential to the operation of government and for the protection of the rights and interests of persons and to make such records available to the public.

Service Area Customer Base

Customer(s)	Served	Potential
Local agencies of government	351	351
State agencies, boards, commissions, etc.	194	194
State and local records officers	1,835	1,835

Anticipated Changes In Service Area Customer Base

Creation or elimination of government bodies: The existing customer base changes according to the establishment or abolishment of boards, commissions or other state or local agencies that create public records

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Service Area Partners

Joint Subcommittee Studying the Public Records Act - (HJR 6)

Service Area Partners

All agencies of state and local government throughout the Commonwealth

Service Area Partners

The Circuit Court Clerks Association

Service Area Partners

VITA

The Library is currently working with VITA to ensure that decisions made by that agency are compatible with the Library's responsibilities with regard to the retention of digital public records.

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Service Area Products and Services

- Development and promulgation of records retention and disposition schedules: A retention schedule describes the records of an agency or administrative unit, establishes a timetable for the life cycle of the records series, prescribes an ultimate disposition for the records, and serves as the legal authorization for the disposition of public records. All agencies of government must have a current retention schedule in place for proper records management.
- Consulting services: The Library provides guidance and assistance on the effective and efficient management of public records to all state and local agencies and their designated records officers.
- Electronic records: The Library is developing standards and guidelines for the secure storage of public records that are generated in digital format. The stipulations found in agency retention schedules apply to electronic as well as paper records, but retaining digital files for future use in an age of rapidly changing technology poses numerous new issues and challenges.
- Training: The Library offers training for state and local records officers, in Richmond and at selected locations across Virginia, in the basic principles of records management, the management of electronic records, legal requirements, disaster planning.
- Records storage: The Library operates the State Records Center, located in Henrico County, which provides secure, climate-controlled storage for inactive public records and for low-use archival records. Agencies pay fees that are competitive with those charged in the private sector to store their records in the Records Center until the retention period for the record series has expired.
- Access to records: The State Records Center staff pick up and deliver agency records within a 100-mile radius of Richmond.
- Media storage: The State Records Center contains a secure, climate-controlled vault area in which media copies of permanent state and local records is housed. Agencies often need to obtain copies of the materials contained on this film, and Records Center staff handles these requests.
- Quality control: Records Center staff routinely inspect security copies of media on arrival from the vendor, to be certain that the media is a faithful representation of the original documents and could be reproduced in the future, should it be needed.
- Confidential destruction of records: The State Records Center offers secure shredding services, to ensure that official records are destroyed safely and confidentially at the end of their life cycle.

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Factors Impacting Service Area Products and Services

- Insufficient staff to provide all the consulting, training, and scheduling needs of state and local agencies and to fulfill all the mandates of the Virginia Public Records Act.

Anticipated Changes To Service Area Products and Services

- Increased demand for training and consultation services, due to media coverage of records-related scandals such as Enron/ Arthur Anderson and the passage of the Sarbanes-Oxley Act.
- Expand confidential destruction services at the Records Center to include computer media such as hard drives and tapes.
- Provide long-term high security storage of computer media.

Service Area Financial Summary

	<u>Fiscal Year 2007</u>		<u>Fiscal Year 2008</u>	
	General Fund	Nongeneral Fund	General Fund	Nongeneral Fund
Base Budget	\$567,001	\$312,879	\$567,001	\$312,879
Changes To Base	\$63,088	\$0	\$38,088	\$0
SERVICE AREA TOTAL	\$630,089	\$312,879	\$605,089	\$312,879

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Service Area Objectives, Measures, and Strategies

Objective 13701.01

To increase the number of direct contacts with state and local records officers and coordinators to enhance the effectiveness of Virginia's records management program.

Government officials and agencies are paying close attention to records management issues since adverse media coverage of several national records-related scandals. State and local records officers are provided with information and training materials on the proper handling of public records, and the Library's records analysts offer expert advice and direct assistance to ensure that government records in Virginia are kept properly and are available to citizens now and in the future.

Priority: This is a top priority for the records management program.

This Objective Supports the Following Agency Goals:

- Public Records: Manage and preserve Virginia's public records through services that promote the most effective management of information essential to the Commonwealth's governance, history, and culture.
(The Library's mission is to acquire, preserve, and provide access to the state's information resources. The Library is the sole state agency charged with managing and preserving the Commonwealth's official public records. Coordinating and guiding the state's network of records officers is an important step in carrying out that mandate. This objective aligns with the agency's goal to manage and preserve Virginia's public records through services that promote the most effective management of information essential to the Commonwealth's governance, history, and culture. This objective also aligns with the sixth long-term objective of the Council on Virginia's Future, to "protect, conserve, and wisely develop our natural, historical, and cultural resources.")

This Objective Has The Following Measure(s):

- **Measure 13701.01.01**

Number of contacts with state and local records officers

Measure Type: Output

Measure Frequency: Annually

Measure Baseline: 8,200 (Consultation with state agencies, localities, and others for 2005.)

Measure Target: 8,446 (3 percent) - FY 2007; 8,700 (3 percent) - FY 2008

Measure Source and Calculation:

Data Source and Calculation: The Library's records analysts keep statistics on the number of phone conversations, site visits, and meetings they attend with state and local records officers. These statistics are compiled quarterly and summarized annually.

Objective 13701.01 Has the Following Strategies:

- Increase advertising and awareness of the Library's records management services.

Service Area Plan

The Library Of Virginia

Management of Archival Records (13702)

Service Area Background Information

Service Area Description

The management of archival records implements the Virginia Public Records Act by providing preservation and enhanced access to approximately 101 million original archival records of Virginia's state government, circuit courts, citizens, counties, cities and towns.

This service area also provides for the monitoring of the quality of the media generated by reformatting local records for preservation and security purposes. The program insures that microfilm and other media copies of permanent records meet national standards for long-term preservation.

This service area (and corresponding budget allocation) represents management of the Library's local archival records. It is closely related to Service Area 13704, Archival Research Services, which manages the remaining two-thirds of the archival program dealing with state records and private papers.

Service Area Alignment to Mission

This service area aligns directly with the Library's mission to provide citizens with access to the most comprehensive collection of archival information about Virginia and its history. The effective and efficient management of Virginia's public records ensures that government information will be retained and available to Virginians when they need it and that local records of great historical significance will be permanently preserved. This service area also aligns with the Library's goal to manage and preserve Virginia's public records effectively and the sixth long-term objective of the Council on Virginia's Future, to "protect, conserve, and wisely develop our natural, historical, and cultural resources."

Service Area Statutory Authority

§42.1-76 through 42.1-91, known as the Virginia Public Records Act, establishes a single body of law applicable to all public officers and employees on the subject of public records management and preservation and attempts to ensure that the procedures used to manage and preserve public records will be uniform throughout the Commonwealth. §42.1-83 assigns the Library Board the responsibility for establishing and executing a program to inventory, assess, and reformat the official records of Virginia's counties, cities, and towns. §42.1-86 directs the Librarian of Virginia to establish and maintain a program for the selection and preservation of public records considered essential to the operation of government and for the protection of the rights and interests of persons and to make such records available to the public.

Service Area Customer Base

Customer(s)	Served	Potential
Clerks of court	120	120
Governments of cities and towns	192	192
Regional authorities	5	44
State agencies, boards, and commissions	194	194

Service Area Plan

The Library Of Virginia

Management of Archival Records (13702)

Anticipated Changes In Service Area Customer Base

Recognition of requirements for storage of archival records: A growing understanding among localities of the requirements for the maintenance and storage of permanent records increases requests for storage of original archival records and consultation on records management and collection development.

Electronic records: The substantial increase in the creation of records in an electronic format presents an entirely new set of preservation issues for archival materials, which must be permanently preserved and accessible. LVA staff must develop guidelines for permanent preservation and access of archival records and respond to a growing number of requests for assistance from local governments.

Demands from underserved constituencies: As program services expand, traditionally underserved constituency demands have increased. Within budgetary constraints, services to cities and towns are expected to increase.

Service Area Partners

All agencies of state and local government throughout the Commonwealth.

Includes the circuit court clerks; the Circuit Court Clerks Association; and the Joint Subcommittee Studying the Public Records Act – (HJR 6).

Service Area Products and Services

- Access to archival records: In order to provide researchers with access to the valuable archival records from Virginia's local and state governments and private individuals and entities, Library staff must organize the collections, place them in a logical arrangement, create accurate finding aids, and enter authoritative online catalog records into searchable databases for easy retrieval.
- Preservation and conservation: Original archival materials frequently come to the Library showing the results of years of custodial neglect. Preservation or conservation treatment is frequently required before other steps are taken with the material, especially access by the public.
- Consultation on archival records management: Staff provides expert consultation services to state agencies, the citizens and private institutions of the Commonwealth, circuit courts, counties, cities, and towns on the management of archival records, including the inventory, assessment, conservation, storage, and security requirements for records deposited in the Library or held within local courthouses and other facilities.
- Quality control: The Library's security storage service provides quality control inspection of microfilm of permanent records produced from a variety of sources and the monitoring of conditions suitable for long-term storage of electronic and other preservation media.

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Management of Archival Records (13702)

Factors Impacting Service Area Products and Services

- Continuing transfer of traditionally formatted [i.e., paper] archival materials requires staff time, supplies for rehousing, and storage space. Rapidly decreasing storage capacity within LVA facilities requires careful monitoring. Funding for archival materials requires adequate and consistent funding support.
- The growing prevalence of alternative formats [digital, electronic, video, sound] present new and often costly challenges to staffing and supply needs. Maintenance and specialized storage requirements are issues that must be faced. The rapid increase in “born-digital” archival materials presents an enormous challenge – the issues of storage, migration, and access are continuous needs due to the uncertain stability of fragile electronic formats.
- With the increasing demand for the online availability of records from the collection, there is an increasing demand for staff to provide ready access through the Internet and other technological means, as well as the necessity for maintaining material in an age of rapidly changing technology.
- Consultation and research assistance is affected by changing local and national economic conditions. Increased costs of gasoline, for example, can result in fewer visits to localities by Library staff. Since an important funding source for this service area is revenue generated by fees collected at the time of recording of certain legal documents, programs and services would be impacted by a decline in recording activities.
- Provide a digital records center for the secure storage of inactive state and local digital records.

Anticipated Changes To Service Area Products and Services

- The increase in the number of electronic records created by governmental bodies requires careful planning for storage, monitoring for degradation, maintenance of integrity, and software compatibility – all are issues for which there is not a ready answer and will require increasing amounts of money and staff time.
- The Technology Trust Fund established by Section 17.1-279 of the Code of Virginia encourages development and implementation of land records automation plans and for clerks of court to provide remote access to land records throughout the Commonwealth. Archival preservation of these important permanent records will be a focus in future planning for this service area.

Service Area Financial Summary

	<u>Fiscal Year 2007</u>		<u>Fiscal Year 2008</u>	
	General Fund	Nongeneral Fund	General Fund	Nongeneral Fund
Base Budget	\$131,439	\$1,317,947	\$131,439	\$1,317,947
Changes To Base	\$68,142	\$500,000	\$68,142	\$500,000
SERVICE AREA TOTAL	\$199,581	\$1,817,947	\$199,581	\$1,817,947

Service Area Plan

The Library Of Virginia

Management of Archival Records (13702)

Service Area Objectives, Measures, and Strategies

Objective 13702.01

To expand public access to LVA's archival resources of Virginia's state government records, circuit courts, private papers, counties, cities and towns by methods that address a longstanding backlog of unprocessed and unavailable archival records.

Expectations by users are that all records deposited in the Library and the information they contain will be readily accessible; however, for many years records delivered to the archives were far more numerous than the staff hours available to process them. A fifty-four-year backlog in processing had occurred by the late 1990s, when the Library decided to address this problem aggressively. A plan was developed in cooperation with a joint legislative study completed in 1999 (Senate Document No. 31, "Final Report of the Joint Subcommittee Studying the Reorganization of the Library of Virginia") to eliminate the backlog of unprocessed material in less than twenty years. Since that time, the Library has worked steadily to meet processing goals set by the General Assembly.

This Objective Supports the Following Agency Goals:

- Collections: Increase significantly by acquisition, conservation-preservation, and open access the most comprehensive library and manuscript collections documenting the Commonwealth's past, present, and future.

(This service area aligns directly with the Library's mission to provide citizens with access to the most comprehensive collection of archival information about Virginia and its history. The effective and efficient management of Virginia's public records ensures that government information will be retained and available to Virginians when they need it and that archival records of great historical significance will be permanently preserved. This service area also aligns with the Library's goal to manage and preserve Virginia's public records effectively and the sixth long-term objective of the Council on Virginia's Future, to "protect, conserve, and wisely develop our natural, historical and cultural resources.")

This Objective Has The Following Measure(s):

- **Measure 13702.01.01**

Number of cubic feet of the Library's archival records processed, described and made available.

Measure Type: Output

Measure Frequency: Annually

Measure Baseline: 904 cubic feet (Most recent annual rate of processing to eliminate the backlog of unprocessed materials by 2018.)

Measure Target: 904 cubic feet (Maintain annual rate of processing during 2006-2008 biennium.)

Measure Source and Calculation:

The data is collected from productivity reports submitted by staff and is summarized annually.

Objective 13702.01 Has the Following Strategies:

- LVA will make effective use of the latest technologies and the Internet in efforts to enhance access to collections and resources.
- LVA will carefully and consistently apply accepted national bibliographic and cataloging standards used to describe and catalog collections for customer use.

Service Area Plan

The Library Of Virginia

Historical and Cultural Publications (13703)

Service Area Background Information

Service Area Description

The Library of Virginia's historical and cultural publications program, which dates back to 1905, coordinates the agency's extensive book-publishing activities as well as its exhibitions, educational outreach, and other public programming. The program includes coordination of the Library's lunchtime lectures, book talks, and symposia; planning for activities relating to commemoration of Virginia's 400th anniversary in 2007; publication of the Dictionary of Virginia Biography and the Hornbook of Virginia History, and numerous other reference works; publication of exhibition catalogs and research guides to the Library's collections; an extensive on-site and traveling exhibition program; and sponsorship of the Library's annual literary awards competition.

Service Area Alignment to Mission

This service area directly fulfills the Library's mission to preserve the legacy of Virginia's culture and history, thereby significantly contributing to public access to the most comprehensive information resources for and about Virginia. This service area also meets the fifth of the Library's strategic goals to offer stimulating educational programs to diverse audiences to increase public appreciation and understanding of Virginia's unique history, literature, and culture. By ensuring public access to many of Virginia's cultural resources, this service area also addresses several of the long-term objectives as established by the Council for Virginia's Future, the second "engage and inform citizens to ensure we serve their interests," the fourth, to "elevate the levels of educational preparedness and attainment of our citizens; and the sixth, to "protect, conserve, and wisely develop our natural, historical, and cultural resources."

Service Area Statutory Authority

§42.1-1 designates the Library of Virginia as an educational institution and an institution of learning as well as the library and archival agency for the Commonwealth. §42.1-11 authorizes the Library Board to edit, arrange, and publish materials in the Library's collection and manuscripts relating to the history of Virginia.

Service Area Customer Base

Customer(s)	Served	Potential
Book stores, schools, and libraries	100	400
Exhibition visitors	50,000	120,000
Virginia Shop customers	0	20,000
Lecture, program, and special event attendees	1,200	1,500
Students and teachers (tours)	643	1,000

Anticipated Changes In Service Area Customer Base

Increase in virtual visitation: The Library of Virginia's web page annually hosts 2.1 million user sessions, with most researchers accessing online collections, research guides, and other content-rich resources. The Library's publications program is increasingly a part of this online educational effort, developing new content for students and teachers—especially through its Virginia Memory Project—as well as online exhibits, selected publications, and other resources.

New customers with new product development: The program also expects increases in its customer base as it develops products for the Library's recently reopened Virginia Shop as well as the retail outlet for the Capitol's new exhibit and education facilities, scheduled for completion in 2007. Other anticipated new products include online and/or print-on-demand editions of select reference books and collection guides.

Service Area Plan

The Library Of Virginia

Historical and Cultural Publications (13703)

Service Area Partners

Capitol Square Preservation Council and the Virginia Capitol Foundation

Joint-effort to develop a proposed exhibition program for Capitol Square

Service Area Partners

James River Writers Festival

Works closely with the Library's Annual Literary Awards program

Service Area Partners

Numerous cultural and educational institutions (the Museum of the Confederacy, the Patrick Henry Memorial Foundation, the Association for the Preservation of Virginia Antiquities, and Jamestown 2007, to name only a few). The Library cosponsors numerous lectures and other public programs with these institutions.

Service Area Partners

The National Endowment for the Humanities

Supports three editorial positions through its Reference Materials funding program.

Service Area Partners

The Virginia Foundation for the Humanities as well as the Jamestown 2007

Continue to fund specific book projects, exhibitions, and educational programs.

Service Area Plan

The Library Of Virginia

Historical and Cultural Publications (13703)

Service Area Products and Services

- Publication of the Dictionary of Virginia Biography – a nationally recognized, major reference work supported in part by the National Endowment for the Humanities.
- Publication of significant studies of important aspects of Virginia history and culture including, most recently, the first book-length analysis of the development of Virginia’s legislative system in the seventeenth century.
- Publication of important documentary texts that capture the complexities and the nuances of Virginia’s history, including the forthcoming collection of the papers of the Commonwealth’s most significant seventeenth-century royal governor, Sir William Berkeley.
- Publication of catalogs and other materials that present the Library and the Commonwealth’s remarkable manuscript, book, art, and other collections to general audiences, most recently A Capital Collection: Virginia’s Artistic Inheritance, highlighting treasures from the Capitol and the Executive Mansion.
- Publication of detailed guides and other research aids to the Library’s immense archival collections including, most recently, a detailed guide to the many thousands of Virginia church records in the Library’s archives.
- Editorial assistance with the agency’s multiple informational publications, including the Library’s newsletters, annual reports, brochures, and an extensive series of print and online research notes and guides.
- Virginia Roots Music and Radio in Virginia.
- Extensive series of popular lectures, symposia, and other public events highlighting important new fiction and non-fiction by Virginians as well as discussions of important topics by nationally known writers, teachers, and business, community, and government leaders.
- Development of a wide-ranging web-resource for students, such as the Virginia Memory Project, offering essays, research guides, documents, and pictorial materials that can be used in part to support Virginia’s Standards of Learning.
- Coordination of the Library’s annual Virginia Literary Awards competition for fiction, non-fiction, and poetry, in cooperation with the James River Writers Festival.
- Coordination of a wide range of Library public programs and activities illuminating important and engaging aspects of Virginia’s 400th anniversary in 2007.

Service Area Plan

The Library Of Virginia

Historical and Cultural Publications (13703)

Factors Impacting Service Area Products and Services

- Citizens' and government's growing need for e-access to Library resources requires an ever-increasing need to convert traditionally print materials to electronic format.
- Keeping pace with this product demand will substantially increase pressures on the Library's publication budget, in some cases requiring dual-format publication.
- Developing, designing, and mounting additional materials to the Library's website creates substantial additional demand on the Library's publications and information-technology programs.
- The rapid pace of technological change will also require that the Library designate sufficient budget resources in order to re-position its publication and educational programming initiatives.

Anticipated Changes To Service Area Products and Services

- Customer demand for online historical resources will increase at ever higher rates as the Commonwealth approaches its four-hundredth anniversary.
- The demand will likewise require significantly enhanced training in digital-content development and revised staffing assignments, so that multiple departments can together address a variety of specialized tasks formerly completed within a smaller group.
- Consortia will increasingly become the most effective way to coordinate and develop wide-ranging, complex educational initiatives.
- The statewide interest in traveling exhibits and in distance-access to lectures and other public programs will continue to grow and will require additional resources.
- Increased demand for more tours of the Library, its exhibitions, and its collections, particularly for schools.

Service Area Financial Summary

	<u>Fiscal Year 2007</u>		<u>Fiscal Year 2008</u>	
	General Fund	Nongeneral Fund	General Fund	Nongeneral Fund
Base Budget	\$640,595	\$184,058	\$640,595	\$184,058
Changes To Base	\$55,682	\$0	\$30,682	\$0
SERVICE AREA TOTAL	\$696,277	\$184,058	\$671,277	\$184,058

Service Area Plan

The Library Of Virginia

Historical and Cultural Publications (13703)

Service Area Objectives, Measures, and Strategies

Objective 13703.01

To disseminate to the widest possible audience information about Virginia history and culture through publications, public programs, exhibitions, and web-based media.

The Library's publications, exhibitions, and educational programs fulfill the Library's mission to provide access to the state's information resources by offering the public an opportunity to learn about new works and new interpretations of Virginia history and to see documents and artifacts housed in the Library's collections on these topics.

This Objective Supports the Following Agency Goals:

- Outreach and Education: Offer stimulating educational programs to diverse audiences to increase public appreciation and understanding of Virginia's unique history, literature, and culture.
(This objective supports the agency's goals by offering significant scholarly and general-interest educational programs, thereby increasing the public's appreciation and understanding of Virginia's history, literature, and culture. It also aligns with the fourth and sixth long-term objectives of the Council on Virginia's Future to "elevate the levels of educational preparedness and attainment of our citizens" and to "protect, conserve, and wisely develop our natural, historical, and cultural resources.)

This Objective Has The Following Measure(s):

- **Measure 13703.01.01**

Release one significant publication each fiscal year.

Measure Type: Output

Measure Frequency: Annually

Measure Baseline: FY 2006 - Publication of Dictionary of Virginia Biography, volume 3.

Measure Target: Release one new, major book-length publication per fiscal year of the 2006-2008 biennium.

Measure Source and Calculation:

Date of delivery of the Dictionary of Virginia Biography, volume 2, to the publications storage area.

- **Measure 13703.01.02**

Present a wide variety of lectures, symposia, and other programs for the public.

Measure Type: Output

Measure Frequency: Annually

Measure Baseline: 2,193 visitors (FY 2005 attendance at Library programs in FY 2005.)

Measure Target: 2,412 visitors - FY 2007; 2,303 visitors - FY 2008. There is a projected spike in visitation by conferences and tourists in FY 2007.

Measure Source and Calculation:

Track the number of programs and attendance at each program.

Objective 13703.01 Has the Following Strategies:

- Employ workflow software to track regular progress.
- Increase public awareness of Library programs through flyers, posters, reviews, media releases, selected paid advertising, and announcements on selected e-mail lists and websites.

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The Library Of Virginia

Historical and Cultural Publications (13703)

- Partner with the Foundation to promote Library programs to Semper Virginia members and new audiences across the state.

Service Area Plan

The Library Of Virginia

Archival Research Services (13704)

Service Area Background Information

Service Area Description

The Library's archival research services program implements the Virginia Public Records Act by providing protection and enhanced access to approximately 67.5 million original archival state government and Virginia-related personal, business, organization, and church items in the Library collections. It also provides research assistance and collection access to the general public, specialized researchers, media, other information providers, and to Virginia state and local governmental agencies seeking information from approximately 101 million original archival items in the Library collections dating from the earliest settlement of Virginia to the present.

Service Area Alignment to Mission

The service area aligns directly with the Library's mission and goal to provide access to the most comprehensive collection of archival information about Virginia and its citizens. This service area also aligns with fourth and sixth long-term objectives of the Council on Virginia's Future to "elevate the levels of educational preparedness and attainment of our citizens" and to "protect, conserve, and wisely develop our natural, historical, and cultural resources."

Service Area Statutory Authority

§42.1-76 through 42.1-91 is known as the Virginia Public Records Act and is intended to establish a single body of law applicable to all public officers and employees on the subject of public records management and preservation and to ensure that the procedures used to manage and preserve public records will be uniform throughout the Commonwealth. §42.1-86 directs the Librarian of Virginia to establish and maintain a program for the selection and preservation of public records considered essential to the operation of government and for the protection of the rights and interests of persons and to make such records available to the public.

Service Area Customer Base

Customer(s)	Served	Potential
Heritage tourism industry		
In-person visitation	120,000	200,000
Museums, historical societies and cultural institutions	20	
State and local government officials	175	300

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The Library Of Virginia

Archival Research Services (13704)

Anticipated Changes In Service Area Customer Base

Increasing popularity of heritage tourism: In 1995, a survey for American Demographics magazine found that 4 in 10 adults, or 113 million people, were at least somewhat interested in local and family history. That number grew to 6 in 10 adults by 2000. These numbers led the tourism industry and historical museum community to develop programs and events that appeal to “heritage tourism.” There are few stronger programs than in Virginia. The Library of Virginia and its collections are recognized nationally as the center for the study of the Commonwealth’s history, including the extremely popular field of genealogy and family history.

Litigation: Increasingly complex litigation requires exhaustive examination of state agency and locality archival records maintained by the Library. Some examinations are protracted. Library staff are routinely refining access points and making every effort to provide enhanced access to increasingly complex state government records series. Equal terms of access apply, placing pressure on the Library to meet demanding discovery schedules.

Recognition of requirements for storage of archival records: A growing understanding among museum and cultural institutions of the requirements for the maintenance and storage of permanent records increases requests for consultation on preservation management and collection development.

Electronic records: The substantial increase in the creation of records in an electronic format presents an entirely new set of preservation issues for archival materials. The rapidly changing world of technology combined with the requirements that archival materials be permanently preserved and accessible, presents a challenge to LVA staff, both in terms of preservation and access, as well as consultation requests from state agencies.

The Library’s archival program partners with many organizations whose missions are closely tied to this service area. Among these groups are the Friends of the Virginia State Archives, the Virginia Genealogical Society, the Genealogical Research Institute of Virginia, VIVA, the Mid-Atlantic Regional Archives Conference, the State Historical Records Advisory Board, the Society of American Archivists, and the National Association of Government Records Administrators.

Service Area Partners

Organizations whose missions are closely tied to this service area

Among these groups are the Friends of the Virginia State Archives, the Virginia Genealogical Society, the Genealogical Research Institute of Virginia, VIVA, the Mid-Atlantic Regional Archives Conference, the State Historical Records Advisory Board, the Society of American Archivists, and the National Association of Government Records Administrators.

Service Area Plan

The Library Of Virginia

Archival Research Services (13704)

Service Area Products and Services

- Access to archival records: Providing ready access to the documentary heritage of the Commonwealth is a complementary function to the preservation of this material. Logical arrangement, accurate finding aids, and authoritative online catalogue records make it possible for users to access and obtain information from the valuable archival materials in the collections of The Library of Virginia.
- The advent of alternative formats (digital, electronic, video, sound) present new and often costly challenges to staffing and supply needs. Maintenance and specialized storage requirements are issues that must be faced. The rapid increase in electronic-origin archival materials presents an enormous challenge – the issues of storage, migration, and access are continuous needs due to the uncertain stability of fragile electronic formats.
- Conservation: Conservation of original archival items to preserve the material for posterity.
- Arrangement and description: Processing, arrangement and description of original archival items to promote access to this material by researchers within the Commonwealth and around the world.
- Collection development: In addition to the Code-mandated collection of Virginia state agency records, the Library also seeks and acquires Virginia-related archival items. These non-governmental items provide a more intimate/human face to history and document the thoughts and daily activities of individual Virginians.
- Consultation and research assistance: This service takes place both in-person and through contacts by mail, e-mail, telephone and fax. Staff can provide the information requested, provide copies of sources requested, or make referrals to other resources outside the Library for answers.
- Presentations and programs: This service is directed to interested constituent groups that may be local or national. The focus can be on the content of parts of specific collections or on collections related to specific topics. Attendance ranges from small groups to audiences of 100 or more.
- Collection guides, reports, and finding aides, research notes, and bibliographies: These products are produced by the staff to describe and aid in the use of collections, as well as provide periodic information on recently received materials.

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The Library Of Virginia

Archival Research Services (13704)

Factors Impacting Service Area Products and Services

- Continuing transfer of traditionally formatted (i.e., paper) archival materials, requires staff time, supplies for rehousing, and storage space. Funding for materials and rapidly decreasing storage capacity within Library facilities are issues which continually need attention.
- The advent of alternative formats (digital, electronic, video, sound) present new and often costly challenges to staffing and supply needs. Maintenance and specialized storage requirements are issues that must be faced. The rapid increase in electronic-origin archival materials presents an enormous challenge – the issues of storage, migration, and access are continuous needs due to the uncertain stability of fragile electronic formats.
- With the increasing demand for the online availability of records from the collection, there is an increasing demand for staff to create access points as well as the necessity for maintaining this material in an age of rapidly changing technology.
- Consultation and research assistance is affected by changing local and national economic conditions. Increased costs of gasoline, for example, can result in fewer visits to the Library by families traveling on vacation. The same conditions can contribute to increased contacts by mail, telephone, fax and e-mail.
- The availability of more records in the collection in various formats (microfilm, digital collections on-line) creates a demand for staff presentations on the use of these collection resources.
- Demands for staff attention in other areas can slow the staff's ability to produce research notes, bibliographies and finding aides.

Anticipated Changes To Service Area Products and Services

- The increased creation of electronic records requires careful planning for storage, monitoring for degradation, maintenance of integrity, and software compatibility – all issues for which there is not a ready answer and will require increasing amounts of money and staff time.
- A major national genealogical conference will meet in Richmond in 2007, bringing 2000+ participants and requiring active participation in the planning and preparation for the meeting.

Service Area Financial Summary

	<u>Fiscal Year 2007</u>		<u>Fiscal Year 2008</u>	
	General Fund	Nongeneral Fund	General Fund	Nongeneral Fund
Base Budget	\$1,285,537	\$15,500	\$1,285,537	\$15,500
Changes To Base	\$106,027	\$0	\$81,277	\$0
SERVICE AREA TOTAL	\$1,391,564	\$15,500	\$1,366,814	\$15,500

Service Area Plan

The Library Of Virginia

Archival Research Services (13704)

Service Area Objectives, Measures, and Strategies

Objective 13704.01

To expand access to archival resources and information services to state and local government agencies, historical and family history researchers and the public by utilizing the latest technologies.

Access to archival records considered essential to the operation of government and for the protection of the rights and interests of persons is critical to this service area. Expectations by users are that the records and the information they contain will be readily accessible. Constant expansion of this service has been a consistent objective of the agency. This is accomplished by careful and consistent application of accepted national bibliographic and cataloging standards.

This Objective Supports the Following Agency Goals:

- Collections: Increase significantly by acquisition, conservation-preservation, and open access the most comprehensive library and manuscript collections documenting the Commonwealth's past, present, and future.
(This objective aligns with the agency's mission and goal to "increase significantly...open access" to library and manuscript collections documenting the Commonwealth's past, present and future. It also aligns with the sixth long-term objective of the Council on Virginia's Future to "protect, conserve, and wisely develop our natural, historical, and cultural resources.")

This Objective Has The Following Measure(s):

- **Measure 13704.01.01**

Increase the number of archival items, in all formats, circulated to users.

Measure Type: Output

Measure Frequency: Annually

Measure Baseline: 2,031,082 (Average for FY 2002-2005 internet user sessions, archival items served, microfilms served)

Measure Target: 2,092,015- FY 2007; 2,154,800 - FY 2008 (3% increase during 2006-2008 biennium.)

Measure Source and Calculation:

The data is collected from actual use of materials and is summarized and reported quarterly and annually.

Objective 13704.01 Has the Following Strategies:

- The Library will make effective use of the latest technologies and the Internet in efforts to enhance access to collections and resources.
- The Library will carefully and consistently apply accepted national bibliographic and cataloging standards used to describe and catalogue collections for customer use.
- Library staff will provide accurate, timely and courteous service to customers and will involve them in identifying areas of research interest.
- The Library will seek expanded distribution of collection guides, reports, and finding aides, research notes, and bibliographies and opportunities for presentations to interested constituents about program and services.
-

Service Area Plan

The Library Of Virginia

Conservation-Preservation of Historic Records (13705)

Service Area Background Information

Service Area Description

The Library of Virginia's conservation-preservation program provides for the repair, stabilization, cleaning, reformatting, and storage of significant manuscript, printed, pictorial, art, and other special collections. The program includes:

- Public-private partnership with the Etherington Conservation Center, of Greensboro, North Carolina, for an extensive range of onsite and specialized conservation laboratory services.
- Public-private partnership with the Online Computer Library Center's Digital Collection and Preservation Services Division, of Bethlehem, Pennsylvania, for highly technical microfilm, digitization, and other archival-quality reformatting services available onsite and in specialized facilities.
- Public-private partnership with ProQuest/University Microfilms of Ann Arbor, Michigan, for the detailed reformatting and preservation of Virginia newspapers.
- Public-private partnership with Mid-Atlantic Bindery Services for collection-specific binding, boxing, and other protective measures for archival collections as well as books, periodicals, and other printed materials.
- Public-private partnership with the Huntington Library of San Marino, California, and the American Antiquarian Society, of Worcester, Massachusetts, to duplicate by microfilm Virginia-related manuscript and newspaper collections.
- National pilot project with the Library of Congress and the National Endowment for the Humanities to establish an electronic resource, the National Digital Newspaper Project, to stabilize, conserve, reformat, and provide online access to Virginia newspapers.
- Expert staff and contract services for the reformatting by microform, digital application, and other media of video, audio, manuscript, print, and pictorial materials.
- Expert staff as well as archival facilities for the creation, inspection, duplication, and secure storage of photographic, microform, electronic, and other media created as reformatted collections.
- Consultation and coordination services for the Capitol, the Executive Mansion, and Capitol Square agencies for the care, conservation, and exhibition of painting, sculpture, and other artwork.

Service Area Alignment to Mission

This service area directly fulfills the Library's mission to preserve the legacy of Virginia's culture and history, thereby significantly contributing to public access to the most comprehensive information resources for and about Virginia. The service area also meets several of the Library's primary strategic goals by increasing and enhancing the Library's collections through professional stewardship of a vigorous conservation-preservation program, managing and preserving Virginia's public records according to the highest archival standards and practices, and utilizing the latest technology and the highest technical standards to safeguard the Commonwealth's irreplaceable historical and cultural collections.

By ensuring the permanence of many of Virginia's cultural resources, this service area also addresses the fourth and the sixth of the Commonwealth's long-term objectives as established by the Council for Virginia's Future, to "elevate the levels of educational preparedness and attainment of our citizens" and to "protect, conserve, and wisely develop our natural, historical, and cultural resources."

Service Area Plan

The Library Of Virginia

Conservation-Preservation of Historic Records (13705)

Service Area Statutory Authority

§42.1-1 designates the Library of Virginia as the library and archival agency for the Commonwealth. §42.1-15, pertaining to the duties of the Librarian of Virginia, assigns the Librarian responsibility for the proper care and preservation of the Commonwealth's library and archival collections entrusted to the Library. §42.1-79 designates the State Library Board as official custodian and trustee for the Commonwealth of all public records and assigns to the State Archivist responsibility for carrying out such functions as are necessary to ensure the permanence of such records. §42.1-86 assigns to the Librarian of Virginia responsibility for establishing and maintaining a program for the selection, conservation, and preservation of public records.

Service Area Customer Base

Customer(s)	Served	Potential
Historical researchers	120,000	
Users of Library's web site	2,100,000	
Visitors to Capitol Square	42,061	

Anticipated Changes In Service Area Customer Base

The Library of Virginia is increasingly assisting a rapidly evolving customer base. It is not, though, a change in the customer demographic but rather a change in customer orientation. Customers, irrespective of age, are technically proficient, with technically oriented expectations. Whereas in recent years most of the Library's customers accessed collections onsite or contacted the Library via telephone, letter, fax, or e-mail, the expectation now is that the agency as a matter of course adds at an increasingly fast pace substantial, high-quality resources to its website. Customers anticipate technically sophisticated access to more and more print, manuscript, photographic, and cartographic collections – at a pace that places severe pressures on conservation-preservation efforts.

Service Area Partners

Etherington Conservation Center of Greensboro, North Carolina, and the Online Computer Library Center's Digital Collection and Preservation Services Division of Bethlehem, Pennsylvania.

Among the Library's overarching goals is the utilization of its human, financial, and physical resources according to best-management practices and standards. The Library in recent years has thus been in the forefront nationally in initiating library- and archival-program public-private partnerships to make effective use of Library facilities and equipment and of the expertise of highly specialized companies, particularly those listed above.

Service Area Partners

Library of Congress, the National Endowment for the Humanities, the Institute for Museum and Library Services, the Huntington Library, the American Antiquarian Society, and ProQuest/University Microfilms International. These are other partners initiated to make effective use of Library facilities and equipment of the the expertise of highly specialized institutions.

Service Area Plan

The Library Of Virginia

Conservation-Preservation of Historic Records (13705)

Service Area Products and Services

- Full-service Conservation Laboratory facilities, for the mending, stabilization, de-acidification, and cleaning of manuscript and printed paper items.
- Full-service Reformatting Laboratory facilities, for the preservation reformatting of Library collections to film, microform, and electronic format.
- Full-service Media Services for the quality control, inspection, and secure archival storage of microform, photographic, electronic, audio, and video materials.
- Full-service consultation and coordination for conservation-preservation of the Commonwealth's painting and sculpture collections.

Factors Impacting Service Area Products and Services

- Citizens' and government's increasing need for e-access to Library resources requires that web-mounted collections are first conserved, then scanned, organized by meta-data, archived electronically, and later migrated to other digital platforms.
- Keeping pace with this product demand substantially increases pressures on the Library's traditional conservation-preservation budget.
- Significantly escalating the number of conserved and reformatted materials available on the Library's website places substantial additional demand on the Library's information technology infrastructure.
- The rapid pace of technological change will require that the Library designate sufficient budget resources in order to maintain its conservation-preservation infrastructure.
- In addition, the breadth of expertise now required for the laboratory conservation of rare materials, the preservation of that material by specialized microform and digital reformatting, and the safe, secure storage of the electronic files all require a range of knowledge and experience never before required on such a scale. Moreover, the expertise needed is highly marketable, which in turn raises critical issues related to recruitment and retention.

Anticipated Changes To Service Area Products and Services

- Customer demand for online historical resources will increase at ever higher rates as the Commonwealth approaches its four-hundredth anniversary, placing additional pressure on conservation-preservation workflow and resources.
- The demand will likewise require significantly enhanced training in conservation-preservation and reformatting procedures and revised staffing assignments, so that multiple departments can together address a variety of specialized tasks formerly completed within a smaller group.
- The growth of product demand will also significantly increase the Library's reliance on public-private partnerships, which with adequate funding will provide several opportunities to increase services substantially while effectively investing resources.

Service Area Plan

The Library Of Virginia

Conservation-Preservation of Historic Records (13705)

Service Area Financial Summary

	<u>Fiscal Year 2007</u>		<u>Fiscal Year 2008</u>	
	General Fund	Nongeneral Fund	General Fund	Nongeneral Fund
Base Budget	\$787,337	\$201,580	\$787,337	\$201,580
Changes To Base	\$244,874	\$0	\$184,874	\$0
SERVICE AREA TOTAL	\$1,032,211	\$201,580	\$972,211	\$201,580

Service Area Plan

The Library Of Virginia

Conservation-Preservation of Historic Records (13705)

Service Area Objectives, Measures, and Strategies

Objective 13705.01

To complete conservation treatment and preservation reformatting for a wide variety of manuscript, newspaper, and other fragile collections.

Utilizing in-house and specialized off-site laboratories and facilities, the Library will conserve and reformat significant collections with high potential for research use, providing effective and efficient access to materials otherwise unavailable because of their fragility and special nature.

This Objective Supports the Following Agency Goals:

- Collections: Increase significantly by acquisition, conservation-preservation, and open access the most comprehensive library and manuscript collections documenting the Commonwealth's past, present, and future.
(This objective aligns with the agency's mission and goal to "increase significantly...open access" to library and manuscript collections documenting the Commonwealth's past, present and future. It also aligns with the sixth long-term objective of the Council on Virginia's Future to "protect, conserve, and wisely develop our natural, historical, and cultural resources.")

This Objective Has The Following Measure(s):

- **Measure 13705.01.01**

Report annual progress of conservation and preservation reformatting projects.

Measure Type: Output

Measure Frequency: Annually

Measure Baseline: 1,091,250 (FY 2005)

Measure Target: 1,200,000 each fiscal year of the 2006-2008 biennium.

Measure Source and Calculation:

Annual progress report of conservation and reformatting projects completed.

Objective 13705.01 Has the Following Strategies:

- The Library will select and prioritize collections for conservation and reformatting treatment based on need, significance, and research potential, with an accompanying review of workflow procedures in order to increase productivity.

Service Area Plan

The Library Of Virginia

Circuit Court Record Preservation (13706)

Service Area Background Information

Service Area Description

The Library of Virginia's Circuit Court records preservation program provides staff and grant support for the inventory, organization, processing, archival storage, conservation-preservation, reformatting, security, and public-access to Virginia Circuit Court manuscript and other collections. The program includes establishing guidelines for managing and preserving Circuit Court records; staff consulting and training services; funding to assist localities in organizing, processing, reformatting, and providing access to Circuit Court records; a cooperative program with the Virginia Information Technologies Agency (VITA) to offer state contract services for the conversion of Circuit Court Records to digital format; a public-private partnership with the Online Computer Library Center's Digital Collection and Preservation Services Division in Bethlehem, Pennsylvania, for microform, digitization, and other archival-quality reformatting services; and maintenance of a personal-name index to an immense range of pre-1913 Circuit Court chancery records available on the Library's web site.

Service Area Alignment to Mission

This service area directly fulfills the Library's mission to preserve the legacy of Virginia's culture and history, thereby significantly contributing to public access to the most comprehensive information resources for and about Virginia. The service area also meets several of the Library's primary strategic goals by increasing and enhancing the Library's collections through professional stewardship of a vigorous conservation-preservation program, managing and preserving Virginia's public records according to the highest archival standards and practices, and utilizing the latest technology and the highest technical standards to safeguard the Commonwealth's irreplaceable historical and cultural collections.

By ensuring the permanence of many of Virginia's cultural resources, this service area also addresses the fourth and the sixth of the Commonwealth's long-term objectives as established by the Council for Virginia's Future, to "elevate the levels of educational preparedness and attainment of our citizens" and to "protect, conserve, and wisely develop our natural, historical, and cultural resources."

Service Area Statutory Authority

§42.1-1 designates the Library of Virginia as the library and archival agency for the Commonwealth. §42.1-15, pertaining to the duties of the Librarian of Virginia, assigns the Librarian responsibility for the proper care and preservation of the Commonwealth's archival collections. §42.1-79 designates the State Library Board as official custodian and trustee for the Commonwealth of all public records and assigns to the State Archivist responsibility for carrying out such functions as are necessary to ensure the permanence of such records. §42.1-82 authorizes the Library Board to issue regulations facilitating the creation, preservation, storage, reformatting, and management of public records. §42.1-83 assigns to the Library Board the responsibility for establishing and executing the program to inventory, assess, and reformat the official records of Virginia's counties, cities, and towns. §42.1-86 assigns to the Librarian of Virginia responsibility for establishing and maintaining a program for the selection, conservation, and preservation of public record

Service Area Customer Base

Customer(s)	Served	Potential
Business, legal, educational, and historical researchers	120,000	120,000
Circuit Court clerks	120	120
Users of Library's web site	2,100,000	

Service Area Plan

The Library Of Virginia

Circuit Court Record Preservation (13706)

Anticipated Changes In Service Area Customer Base

Virginia's 120 Circuit Courts are implementing significant changes in how they provide services to citizens and local communities. Faced with increasing demands for quick, efficient access to a wide range of court records while at the same time hampered by reduced budgets and staffing as well as often inadequate records storage facilities, the Circuit Courts are increasingly turning to the conversion of traditional paper records to digital format. The rush to digitize, in turn, will place additional pressures on the Library's Circuit Court Records Preservation Program—for grant funding, guidance, and reformatting services.

Service Area Partners

120 circuit courts as well as the Virginia Circuit Court Clerks Association.

The Library works closely with the circuit courts and the Circuit Court Clerks Association.

Service Area Partners

Etherington Conservation Center of Greensboro, North Carolina, and the Online Computer Library Center's Digital Collection and Preservation Services Division of Bethlehem, Pennsylvania,

Make the most effective use of Library facilities and equipment and to draw upon the expertise of highly specialized companies.

Service Area Partners

Virginia Information Technology Agencies (VITA)

Development of a state contract for digitization and film services.

Service Area Plan

The Library Of Virginia

Circuit Court Record Preservation (13706)

Service Area Products and Services

- Guidelines and procedures for the records retention and disposition of Circuit Court Records.
- Expert consultation services on the inventory, assessment, conservation-preservation, storage, and security of Circuit Court Records.
- Grants program to fund the onsite assessment, organization, processing, reformatting, and public access to Circuit Court Records.
- Cooperative program with the Virginia Information Technologies Agency (VITA) to offer state contract services for the conversion of Circuit Court Records to digital format for online access and to microform for long-term preservation.
- Full-service Reformatting Laboratory facilities, for the preservation reformatting of collections to microform and electronic format.
- Full-service Media Services for the quality control, inspection, and secure archival storage of microform, photographic, electronic, audio, and video materials.
- Expert archival services for the organization, processing, storage, reformatting, and public access to Circuit Court Records deposited at the Library of Virginia.
- Permanent secure storage at the Library's State Records Center of electronic, microform, or other preservation media used in reformatting Circuit Court Records.
- Online and print finding aids and other research guides to Circuit Court Records at the Library of Virginia and in localities.
- Open research access within each locality's Circuit Court Clerk's office and within the Library of Virginia to collections processed and reformatted according to stringent archival standards.
- Open access through the Library's web page to a personal-name index to an immense range of pre-1913 circuit court chancery records.

Service Area Plan

The Library Of Virginia

Circuit Court Record Preservation (13706)

Factors Impacting Service Area Products and Services

- Virginia's Circuit Courts sustained significant budget reductions in 2002 and immediately thereafter. At the same time citizens' and government's increasing need for rapid e-access to information, especially court records, places considerable pressure on already stretched fiscal and staff resources, which in turn will affect the Library's Local Records Program – with far higher needs for consultation, archival, and reformatting services.
- In particular, digital scanning is growing at an unprecedented pace. Circuit Court Land Records, for example, are to be fully scanned and available online by July 1, 2006. This will also lead to significantly heightened expectations for other major scanning efforts.
- Traditional paper records, however, remain very much a part of each Circuit Court and increasingly consume valuable space and staff attention. Thus these older materials will still require organization, processing, and reformatting.
- The rapid pace of technological change coupled with the Library's long-standing archival responsibilities will require that the Library somehow designate sufficient budget and staff resources to address its now two-fold mission to care for electronic and paper records.
- In addition, the breadth of expertise now required for collecting, organizing, and archiving electronic records requires skill sets never before required on such a scale, which in turn raises critical issues related to recruitment and retention.

Anticipated Changes To Service Area Products and Services

- Customer demand for reformatted materials, particularly to electronic media, will guide much of the Library's thinking as it revamps its Circuit Court Program to provide these much-needed services.
- The Library will also assess and enhance its Circuit Court Grants Program in order to be as responsive as possible to changing needs ranging from basic archival services such as collection inventory to wide public access to digital collections.
- The growth of product demand will also significantly increase the Library's reliance on public-private partnerships, which with adequate funding will provide several opportunities to increase services substantially while effectively investing resources.

Service Area Financial Summary

	Fiscal Year 2007		Fiscal Year 2008	
	General Fund	Nongeneral Fund	General Fund	Nongeneral Fund
Base Budget	\$0	\$1,000,000	\$0	\$1,000,000
Changes To Base	\$0	\$500,000	\$0	\$500,000
SERVICE AREA TOTAL	\$0	\$1,500,000	\$0	\$1,500,000

Service Area Plan

The Library Of Virginia

Circuit Court Record Preservation (13706)

Service Area Objectives, Measures, and Strategies

Objective 13706.01

To preserve and protect circuit court records through the Circuit Courts Records Preservation grant project.

The Library throughout the year assists circuit courts in reviewing program funding opportunities, preparing applications, and in the implementation of grants as reviewed and approved in two annual cycles by the Review Panel. The Program in FY06 will award thirty-five grants.

This Objective Supports the Following Agency Goals:

- Collections: Increase significantly by acquisition, conservation-preservation, and open access the most comprehensive library and manuscript collections documenting the Commonwealth's past, present, and future.
(This objective aligns with the agency's mission to "increase significantly...open access" to library and manuscript collections documenting the Commonwealth's past, present and future. It aligns with the agency's goals to manage and preserve Virginia's public records according to the highest archival standards and practices and to utilize the latest technology and the highest technical standards to safeguard the Commonwealth's irreplaceable historical and cultural collections. This objective aligns with fourth and sixth long-term objectives established by the Council on Virginia's Future, to "elevate the levels of educational preparedness and attainment of our citizens" and to "protect, conserve, and wisely develop our natural, historical, and cultural resources.)
- Public Records: Manage and preserve Virginia's public records through services that promote the most effective management of information essential to the Commonwealth's governance, history, and culture.
- Technology: Use appropriate technology and high technical standards to safeguard and provide access to Virginia's historical collections and information resources.

This Objective Has The Following Measure(s):

- **Measure 13706.01.01**

Number of circuit court projects participating in grant programs.

Measure Type: Output

Measure Frequency: Annually

Measure Baseline: 26 (FY 2005 grants awarded.)

Measure Target: 26 approved projects awarded grants annually during 2006-2008 biennium.

Measure Source and Calculation:

Number of circuit court grant projects submitted for review to the Circuit Court Records Grant Review Board.

Objective 13706.01 Has the Following Strategies:

- Ensure circuit court clerks are aware of the grants program and the type of projects that are eligible in the FY 2006 grant cycle.

Service Area Plan

The Library Of Virginia

Cooperative Library Services (14201)

Service Area Background Information

Service Area Description

The Library of Virginia, as the state library agency for the Commonwealth, is charged with fostering cooperation and networking among the state's public, academic, special, and school libraries. The Library fulfills this function in a myriad of ways: participating in consortia such as the Richmond Academic Library Consortium and the Virtual Library of Virginia initiative; participating as a net lender in a statewide interlibrary loan program; and planning, preparing materials for, and training library staff to conduct summer reading programs for children and youth. The Library's primary cooperative activity consists in providing Virginia citizens (including Kindergarten through high school students) with round-the-clock access to a cluster of information databases known as Find It Virginia that offer a wide array of information on current events, world and American history, education, health, business, government, and the media – to name only a few. The Library negotiates the licenses for and manages and maintains these databases, which would not otherwise be available to Virginians.

Service Area Alignment to Mission

This service area is critical in fulfilling the Library's mission to provide Virginians with access to the most comprehensive information resources and to be the lead library agency in the state, fostering cooperation among all libraries including the ninety-one public library systems, K-12 teachers and students, and the community colleges. This service area aligns with the Library's goal to offer guidance and support to Virginia's libraries to foster quality library service in the Commonwealth. It also aligns with the fourth of the long-term objectives established by the Council on Virginia's Future, to "elevate the levels of educational preparedness and attainment" of Virginia's citizens.

Service Area Statutory Authority

§42.1-32.1 states it to be the Commonwealth's policy, as part of its provision for public education, to promote cooperation and networking among all public, academic, special, and school libraries and places authority in the Library Board to assist in developing this cooperation among libraries.

Service Area Customer Base

Customer(s)	Served	Potential
Public, academic, and special libraries	163	163
Virginia library card holders	4,334,753	7,386,330

Anticipated Changes In Service Area Customer Base

As Virginia's population grows, demand for additional cooperative services is expected to increase, placing a strain on the Library's fiscal and human resources in this service area.

Demographic shifts, including the large population growth in several regions of the state, a more diverse population, and the rapid aging of Virginia's citizenry, will result in needed adjustments in library service within the Commonwealth.

Service Area Partners

The state's ninety-one public library systems, media specialists in Virginia's elementary and secondary schools, twenty-four community college libraries, the Virginia Department of Education and other state agencies, VITA and VIPNet, the United States Institute of Museums and Library Services, the Virtual Library of Virginia (VIVA), and various library cooperatives (such as the Richmond Academic Library Consortium, Capital Area Library Directors, Tidewater Area Reference Librarians, Southwest Technology Group, etc.). Cooperative library services would not be possible without a myriad of effective partnerships.

Service Area Plan

The Library Of Virginia

Cooperative Library Services (14201)

Service Area Products and Services

- Licensing agreements that provide access for Virginia libraries and citizens to a series of powerful research databases known as Find It Virginia. Included in this grouping are a wide array of Gale-Thompson, SIRS, and ELibrary databases of with citations and full texts of newspaper, journal, and magazine articles, bibliographies, research papers, business reports, radio transcripts and many other Internet resources. None of these are available to individuals on their own, but are made possible through IMLS funding administered by the Library.
- FirstSearch
- NetLibrary
- Materials, planning, and training workshops for a statewide Summer Reading Program for children and young adults that is made available through Virginia's local public libraries.
- Literacy/Early Childhood Education
- The Library participates as a net lender in a statewide and national interlibrary loan network, sharing the Library's resources with readers and researchers across the state and the country and obtaining for government officials, agencies, and LVA patrons works that the Library does not own. This service helps libraries in Virginia avoid duplication and maximize the buying power of their extremely limited fiscal resources.

Factors Impacting Service Area Products and Services

- Funding
- Population increases
- Demographic shifts
- Changes in technology
- Maintenance of partnerships
- Training
- Marketing
- Copyright and licensing issues

Anticipated Changes To Service Area Products and Services

- Search enhancements (cross-database searching)
- Price increases
- New products

Service Area Financial Summary

	<u>Fiscal Year 2007</u>		<u>Fiscal Year 2008</u>	
	General Fund	Nongeneral Fund	General Fund	Nongeneral Fund
Base Budget	\$0	\$2,232,984	\$0	\$2,232,984
Changes To Base	\$0	\$635,495	\$25,000	\$635,495
SERVICE AREA TOTAL	\$0	\$2,868,479	\$25,000	\$2,868,479

Service Area Plan

The Library Of Virginia

Cooperative Library Services (14201)

Service Area Objectives, Measures, and Strategies

Objective 14201.01

To provide information to all Virginians effectively and efficiently through the strengthening of library resources.

This objective fulfills the Library's mission and goals to provide quality information resources and library services to the Virginia's citizens and to serve as the lead agency in the Commonwealth for the development of statewide library services. This objective also fulfills the fourth and fifth long-term objectives established by the Council on Virginia's Future, elevating the levels of educational preparedness and attainment of our citizens and inspiring and supporting Virginians toward healthy lives and strong and resilient families.

This Objective Supports the Following Agency Goals:

- Consulting: Offer guidance and support to Virginia's libraries, state officials and agencies, and local governments to foster quality library service across the Commonwealth.

This Objective Has The Following Measure(s):

- **Measure 14201.01.01**

Number of searches in the Find It Virginia databases.

Number of visitors to Library of Virginia.

Number of visitors to Library of Virginia.

Number of visitors to Library of Virginia.

Number of visitors to Library of Virginia.

Measure Type: Output

Measure Frequency: Annually

Measure Baseline: 16,000,000 searches (FY2006 Baseline)

Measure Target: 16,800,000 - FY 2007; 17,640,000 - FY 2008 (Annual increase of 5 percent during 2006-2008 biennium.)

Measure Source and Calculation:

Annual statistical report of user sessions generated automatically.

- **Measure 14201.01.02**

Participation in statewide Summer Reading Program.

Measure Type: Output

Measure Frequency: Annually

Measure Baseline: 190,342 participants (2005 data)

Measure Target: 192,245 - FY 2007; 194,167 - FY 2008 (Annual increase of 1 percent during 2006-2008 biennium.)

Measure Source and Calculation:

Annual statistical report

Service Area Plan

The Library Of Virginia

Cooperative Library Services (14201)

- **Measure 14201.01.03**

Customer satisfaction with early childhood/family literacy training efforts.

Measure Type: Outcome

Measure Frequency: Annually

Measure Baseline: Baseline will be established FY2006.

Measure Target: 60 percent of the responders will report a positive change in their knowledge, skills, or abilities during 2006-2008 biennium.

Measure Source and Calculation:

Annual Statistical Report

Objective 14201.01 Has the Following Strategies:

- LVA will expand its promotional efforts for the Find It Virginia databases.
- LVA will offer training on database features and searching skills.
- LVA will conduct pre- and post-training surveys.
- LVA will offer training in early childhood/family literacy programs and activities for libraries.
-

Service Area Plan

The Library Of Virginia

Consultation to Libraries (14203)

Service Area Background Information

Service Area Description

The Library's library development and networking program provides expert consultation and advice to libraries across the Commonwealth in areas such as library administration and management, services to children and youth, trustee development, support groups such as friends of libraries, technology, planning, networking, and library construction. The primary constituency for these services are the ninety-one public library systems in Virginia, but services are also provided to school library media specialists, local governments and boards, state agency libraries, library foundations, and professional organizations.

Service Area Alignment to Mission

This service area fulfills the Library's mission and goals by providing assistance and counsel to foster well-managed public libraries offering high quality services. This service area also supports the third and fifth long-term objectives established by the Council on Virginia's Future, to "engage and inform citizens to ensure we serve their interests" and to "inspire and support Virginians toward healthy lives and strong and resilient families."

Service Area Statutory Authority

§42.1-1(6) authorizes the Library to give direction, assistance and counsel to all libraries in the Commonwealth, to communities that wish to establish libraries, and to all citizens on issues relating to library administration, collection development, cataloging, and similar subjects.

Service Area Customer Base

Customer(s)	Served	Potential
Academic and special libraries		159
K-12 school librarians		1,800
Library systems throughout the state	91	91
Local library boards, foundations, and friends groups	120	120
Professional associations		
State and local governments and agencies		545

Anticipated Changes In Service Area Customer Base

- Increase in number of library buildings: With library construction on the rise and many library systems expanding service with the addition of new facilities (there are currently more than 345 libraries in Virginia), the demand for consulting services is expected to increase.
- Mergers and dissolutions of regional libraries: As libraries reconfigure and reorganize themselves, these changes will have an impact on services provided by LVA.
- Increase in the number of Friends of the Library and Library foundation groups: As these groups increase in number, their need for consulting services in areas such as fund-raising, mission, organizational structure, and legal issues will also increase.

Service Area Partners

Virginia's public library systems, local, state, and federal government agencies, the Virginia Department of Education, the Virginia Library Association, the Virginia Public Library Directors Association, the Institute of Museum and Library Services, and the Virginia community college system are among the Library's partners in this service area.

Service Area Plan

The Library Of Virginia

Consultation to Libraries (14203)

Service Area Products and Services

- Virginia Public Library Extranet, a web site of resources for Virginia public library directors and staff.
- Listservs for library directors and staff.
- Bibliostat, a statistical tool for tracking vital information about Virginia's libraries, which is reported annually to the federal government.
- Continuing education programs for librarians and library staff in areas such as technology, networking, planning, and other topics.
- Workshops and training for trustees of local libraries.
- Publication of the Virginia Public Library Trustee Handbook, a resource guide for those who set policy for Virginia's public libraries.
- Expert consulting services to libraries in areas such as library administration, library governance/trustees, children and youth services, technology, the federal E-rate program, and working with library advocates (such as Friends groups and foundations).

Factors Impacting Service Area Products and Services

- The Library has limited staff resources to devote to library development activities. With additional staff, services could be expanded in areas that would greatly assist public libraries.
- The Library's library development and networking activities are entirely dependent on the federal LSTA program. Should this funding stream cease, Virginia's library development program would have to seek state funding or be curtailed, which would be a disaster.
- The impending retirement of the baby boom generation is expected to create a shortage of librarians, particularly librarians with management experience to serve as library leaders, as fewer young people are entering the profession at the present time.
- Changing demographics, particularly the aging of Virginia's population and its increasing diversity.
- Technological changes that cannot always be predicted have a profound effect on library services and library planning.
- The Library has commissioned outside consultants to conduct an independent study of public libraries in Virginia, to be completed by the end of 2005. The recommendations of the study are not yet known, but will have an impact on the Library's services for public libraries.

Anticipated Changes To Service Area Products and Services

- The recommendations that emerge from the commissioned study of Virginia's public libraries will most likely have an impact on future products and services.
- The need for a consultant with expertise in programs and services for the elderly in light of Virginia's aging population.
- Need to establish core competencies.

Service Area Plan

The Library Of Virginia

Consultation to Libraries (14203)

Service Area Financial Summary

	<u>Fiscal Year 2007</u>		<u>Fiscal Year 2008</u>	
	General Fund	Nongeneral Fund	General Fund	Nongeneral Fund
Base Budget	\$217,474	\$309,483	\$217,474	\$309,483
Changes To Base	\$41,008	\$0	\$41,008	\$0
SERVICE AREA TOTAL	\$258,482	\$309,483	\$258,482	\$309,483

Service Area Plan

The Library Of Virginia

Consultation to Libraries (14203)

Service Area Objectives, Measures, and Strategies

Objective 14203.01

To provide assistance, counsel and staff development to Virginia's public libraries to foster quality library service to all residents.

Well-managed public libraries and well-trained library directors and staff are essential prerequisites to providing quality library services for all citizens. The Library's library development and networking program offers a wide array of consulting services and training that assist libraries and library staff in providing the best library and information service that available resources allow.

This Objective Supports the Following Agency Goals:

- Consulting: Offer guidance and support to Virginia's libraries, state officials and agencies, and local governments to foster quality library service across the Commonwealth.

(This objective fulfills the Library's mission and goal to provide quality information resources and library services to the Virginia's citizens and to serve as the lead agency in the Commonwealth for the development of statewide library services. This objective also fulfills the fourth and fifth long-term objectives established by the Council on Virginia's Future, elevating the levels of educational preparedness and attainment of our citizens and inspiring and supporting Virginians toward healthy lives and strong and resilient families.)

This Objective Has The Following Measure(s):

- **Measure 14203.01.01**

Number of professional contacts, site visits, workshop attendees.

Measure Type: Output

Measure Frequency: Annually

Measure Baseline: 62,563 (FY2005 statistics)

Measure Target: 62,563 (Maintain current level during 2006-2008 biennium.)

Measure Source and Calculation:

Data compiled for quarterly reports.

Objective 14203.01 Has the Following Strategies:

- Promote and encourage attendance at library development workshops, training sessions, and the annual meeting for public library directors.
- Provide individualized assistance and consultation.
- Provide and promote a wide variety of training opportunities for library directors, trustees, and staff.

Service Area Plan

The Library Of Virginia

Research Library Services (14206)

Service Area Background Information

Service Area Description

This service area comprises those technical and public service components necessary to provide sophisticated management of a growing collection of over 1 million published volumes of monographs, serials, and newspapers, digital resources, state and federal documents, and unique and rare collections of prints, maps, photographs, engravings and other works of art and make information from and about these Library holdings readily available to the general public, specialized researchers, media and other information providers and to Virginia state and local governmental agencies. Services included are the cataloging of the general and special library collections, physical management and delivery of the collection to customers on demand, direct and in-direct research services for those seeking information from or about the collection, administration and management of the Virginia State Documents Depository System, and participation in the Federal Depository Library Program.

Service Area Alignment to Mission

This service area aligns directly with the Library's mission and goal to provide access to the most comprehensive collection of information about Virginia and its citizens. It also fulfills the fourth and sixth long-term objectives of the Council on Virginia's Future to "elevate the levels of educational preparedness and attainment of our citizens" and to "protect, conserve, and wisely develop our natural, historical, and cultural resources."

Service Area Statutory Authority

§42.1-1 establishes the Library of Virginia at the seat of government and directs the Library to purchase and maintain a general collection of books, periodicals, newspapers, maps, films, audiovisual materials and other materials for the use of the people of the Commonwealth as a means for the promotion of knowledge within the Commonwealth. §42.1-19. declares that the Library of Virginia shall establish a depository system and send to the members thereof copies of state publications. §2.2-609 states that every agency, institution, collegial body, or other state governmental entity shall furnish such number of copies as may be designated by the Librarian of Virginia of each of its publications at the time of issue to the Library of Virginia for its collection and copies sufficient for the depository system and for exchange purposes. Title 44, United States Code, §1902-1903, provides for the gathering and dissemination of "all Federal information regardless of format that is of public interest or educational value" to the Library of Virginia through the Federal Depository Library Program.

Service Area Customer Base

Customer(s)	Served	Potential
Legislative personnel		
Public library systems	91	91
State agency resource centers	10	10
State document depository libraries	13	13
Visitors to the Library of Virginia	120,000	
Visitors to the Library's Web site	1,800,000	

Service Area Plan

The Library Of Virginia

Research Library Services (14206)

Anticipated Changes In Service Area Customer Base

Increased visitation to use Library resources, exhibits and programs: Programming and recreational travel associated with the approaching 400th anniversary of the settlement of Virginia is expected to have an impact on visitation to the Library and use of its resources.

Expanded online access to resources and services: The Library recently negotiated access to an online database to over 600 national newspapers, giving full text access and search capability to members of the General Assembly and state agency personnel. The outcome of the National Digital Newspaper Program undertaken with the National Endowment for the Humanities will continue to increase visitation to the Library's Web site.

Service Area Plan

The Library Of Virginia

Research Library Services (14206)

Service Area Partners

EBSCO Information Services

A public-private partnership; provides information access and management solutions through group purchase of print and electronic journal subscriptions and e-commerce book procurement.

Service Area Partners

Etherington Conservation Center of Greensboro, North Carolina

A public-private partnership; provides extensive onsite and specialized laboratory services for published materials in the general collection and the Special Collections Department.

Service Area Partners

Mid-Atlantic Bindery Services

A public-private partnership; provides book binding services and specialized, custom-made protective boxing for the published collection.

Service Area Partners

National Endowment for the Humanities

The Library is one of six public and academic libraries receiving grant support to develop an Internet-based searchable database of US newspapers now in the public domain. The Library will provide the National Digital Newspaper Program with thousands of pages from historically significant Virginia newspapers published between 1900 and 1910.

Service Area Partners

Other strategic partners include the state document depository libraries, the United States Government Printing Office, the Virtual Library of Virginia, the Richmond Academic Library Consortium, the Association of Southeastern Research Libraries, and the Joint Subcommittee Studying the Public Records Act - (HJR 6).

Service Area Partners

ProQuest/University Microfilms, Ann Arbor, Michigan

A public-private partnership; provides access to a variety of subscription on-line databases available in the public reading rooms and microfilm services for 150-200 daily and weekly Virginia newspapers.

Service Area Partners

SOLINET(Southeastern Library Network)

Provides software services that enable visitors to the Library's Web site to ask questions and receive responses from experienced reference librarians in real time ("live chat").

Service Area Partners

VITA

Provides software services for e-commerce functions through the Library's Web site. Customers can place orders for services and products and pay by credit card.

Service Area Partners

YBP Library Services

Provides acquisition services for books published by academic institutions and supporting collection management and technical services through a public-private partnership.

Service Area Plan

The Library Of Virginia

Research Library Services (14206)

Service Area Products and Services

- Research services: Logical arrangement, accurate finding aids, authoritative online catalog records, and responsive reference, retrieval and delivery services make it possible for users to access and obtain information from the valuable materials in the collections of the Library of Virginia.
- Collection development: Staff seeks currently published and rare materials worldwide that are published about Virginia or written by Virginians, as well as published material that contributes to an understanding of Virginia's people, history and culture.
- Collection guides, reports, and finding aides, research notes, and bibliographies: These products are produced by the staff to describe and aid in the use of collections, as well as provide periodic information on recently received materials.
- Documents Depository Program: The State Documents Depository Program provides the citizens of the Commonwealth with free access to publications produced by state government agencies, boards, commissions and other government entities by collecting and distributing publications to 13 designated depository libraries around the state. The Library also serves as a depository library for federal publications, receiving, processing, and providing access to 46 percent of all printed and electronic publications issued by the federal government.
- Consultation and research assistance: This service takes place both in-person and through contacts by mail, e-mail, telephone and fax. Because of the specialized knowledge acquired in many areas, such as rare books, staff can provide information requested, copies of sources requested, or make referrals to other resources outside the Library.

Factors Impacting Service Area Products and Services

- The growing availability of alternative formats [digital, electronic, video, sound] present new and often costly challenges that impact budgetary, staffing and supply needs.
- The increasing demand for the online availability of material from the collection has effected the acquisition of sources in traditional formats. Online resources have a continuing cost that is higher than materials acquired in traditional formats.

Anticipated Changes To Service Area Products and Services

- The approaching 400th anniversary of Virginia's settlement will increase demands for use of all library historical resources, reference services and specialized knowledge.
- The outcome of the National Digital Library Program may encourage other cooperative efforts with Virginia's public and academic libraries.
- The State Documents Depository System will change significantly as it addresses the growing number of state publications that appear only in electronic format on state agency Web sites.

Service Area Plan

The Library Of Virginia

Research Library Services (14206)

Service Area Financial Summary

	<u>Fiscal Year 2007</u>		<u>Fiscal Year 2008</u>	
	General Fund	Nongeneral Fund	General Fund	Nongeneral Fund
Base Budget	\$2,926,305	\$680,780	\$2,926,305	\$680,780
Changes To Base	\$357,254	\$200,000	\$243,982	\$200,000
SERVICE AREA TOTAL	\$3,283,559	\$880,780	\$3,170,287	\$880,780

Service Area Plan

The Library Of Virginia

Research Library Services (14206)

Service Area Objectives, Measures, and Strategies

Objective 14206.01

To increase access to Library resources for the Commonwealth's citizens, public libraries, and state and local governments through the effective use of acquisition, distribution, and cataloging, as measured by processing and online-catalog statistics.

Expectations by users are that the Library's collections and the information they contain will be readily accessible. Constant expansion of this service has been a consistent objective of the agency.

This Objective Supports the Following Agency Goals:

- Collections: Increase significantly by acquisition, conservation-preservation, and open access the most comprehensive library and manuscript collections documenting the Commonwealth's past, present, and future.
(This objective aligns with the agency's mission and goal to "increase significantly...open access" to library collections documenting the Commonwealth's past, present and future. It also aligns with the sixth long-term objective established by the Council on Virginia's Future to "protect, conserve, and wisely develop our natural, historical, and cultural resources.")

This Objective Has The Following Measure(s):

• **Measure 14206.01.01**

Number of bibliographic records added to the Library's online collections catalog.

Measure Type: Output

Measure Frequency: Annually

Measure Baseline: 14,812 (FY 2006)

Measure Target: 15,250 each year of the 2006 - 2008 biennium (3% increase)

Measure Source and Calculation:

Number of bibliographic records for print, microform, electronic, and other media items and collections added annually to the Library's online patron-access catalog.

• **Measure 14206.01.02**

Number of federal and state government publications received for cataloging and distribution.

Measure Type: Output

Measure Frequency: Annually

Measure Baseline: 40, 656 (FY 2005)

Measure Target: 42,000 each fiscal year of the 2006-2008 biennium.

Measure Source and Calculation:

Number of government print and electronic publications received annually by the Library's Government Documents Program.

Objective 14206.01 Has the Following Strategies:

- Promote the resources and services of the Library through a wide network of constituent groups and community and professional organizations.
- Promote the Depository System through expanded contacts with state agencies, especially those that have not previously participated in the program.

Service Area Plan

The Library Of Virginia

Research Library Services (14206)

- Acquire published and rare materials about Virginia or written by Virginians and materials that contribute to an understanding of Virginia's people, history and culture.
- Continue to add resources from the collection to the Web site that meet interests of users as identified by user comments and surveys.

Service Area Plan

The Library Of Virginia

State Formula Aid for Local Public Libraries (14301)

Service Area Background Information

Service Area Description

This service area is responsible for administering, according to a formula specified in the Code, the Commonwealth's financial assistance program for the state's public libraries who meet the Code definition for eligibility.

Service Area Alignment to Mission

This service area is critical in fulfilling the Library's mission to provide Virginians with access to the most comprehensive information resources and aligns with the Library's goal to foster quality library service in the Commonwealth. It also aligns with the fourth of the long-term objectives established by the Council on Virginia's Future, to "elevate the levels of educational preparedness and attainment" of Virginia's citizens.

Service Area Statutory Authority

§42.1-46 – 42.1-54 of the Code provides for a state-aid grant program, to be administered and distributed by the Library of Virginia under the authority of the Library Board. §42.1-52 authorizes the Library Board to develop standards under which library systems and libraries shall be judged eligible for state aid.

Service Area Customer Base

Customer(s)	Served	Potential
Public library systems	91	91
Virginia library card holders	4,334,753	7,386,330

Anticipated Changes In Service Area Customer Base

Population growth: Virginia's population growth will create a demand for additional library services and thus increases in the state-aid appropriation may be sought by the public library community.

Demographic shifts: Population movement from region to region, the aging of the population, immigration that adds people of diverse ethnic and cultural backgrounds, and the like will affect the need for additional library resources.

Service Area Partners

Virginia's ninety-one public library systems, local and state government agencies, the Virginia Library Association, the Virginia Public Library Directors Association, and the Institute of Museum and Library Services Among the Library's partners in this service area.

Service Area Products and Services

- The State Aid grant program, with responsibility for distributing the \$16 million state aid appropriation.

Service Area Plan

The Library Of Virginia

State Formula Aid for Local Public Libraries (14301)

Factors Impacting Service Area Products and Services

- At the present time, the state-aid formula is not fully funded by the General Assembly, causing hardships for libraries across Virginia.
- Requirements and guidelines for state aid may be affected if the General Assembly acts on several of the recommendations contained in a 2001 JLARC study of state aid in the Commonwealth.

Anticipated Changes To Service Area Products and Services

- Library service in the Commonwealth will be affected if the state aid appropriation changes, either increased or decreased.
- It is anticipated that the Himmel and Wilson study of public libraries in Virginia, *Inventing the Future of Public Library Service in Virginia*, will have recommendations that will affect library products and services.
- Several critical statewide library issues related to the state-aid formula (such as equalization, full funding, collaboration/cooperation, library director certification, and internet filtering) are likely to be addressed by future legislation, requiring changes to current services.

Service Area Financial Summary

	Fiscal Year 2007		Fiscal Year 2008	
	General Fund	Nongeneral Fund	General Fund	Nongeneral Fund
Base Budget	\$16,423,533	\$0	\$16,423,533	\$0
Changes To Base	\$1,385,038	\$0	\$855,095	\$116,765
SERVICE AREA TOTAL	\$17,808,571	\$0	\$17,278,628	\$116,765

Service Area Plan

The Library Of Virginia

State Formula Aid for Local Public Libraries (14301)

Service Area Objectives, Measures, and Strategies

Objective 14301.01

To improve the quality of information resources and library services in Virginia's public libraries through the state aid program.

The Library will work to improve the quality of information resources and library services to the Virginia citizens through responsible management and administration of the state aid grant program, according to stipulations in the Code and the guidelines and regulations established by the Library Board.

This Objective Supports the Following Agency Goals:

- Consulting: Offer guidance and support to Virginia's libraries, state officials and agencies, and local governments to foster quality library service across the Commonwealth.

(This objective fulfills the Library's mission and goal to provide quality information resources and library services to the Virginia's citizens and to serve as the lead agency in the Commonwealth for the development of statewide library services. This objective also fulfills the fourth and fifth long-term objectives established by the Council on Virginia's Future, elevating the levels of educational preparedness and attainment of our citizens and inspiring and supporting Virginians toward healthy lives and strong and resilient families.)

This Objective Has The Following Measure(s):

- **Measure 14301.01.01**

Materials per capita

Measure Type: Output

Measure Frequency: Annually

Measure Baseline: 3.06 (Planning for Library Excellence Median FY2005)

Measure Target: 3.06 (Maintain level during 2006-2008 biennium.)

Measure Source and Calculation:

Bibliostat annual report. Total library materials divided by population of service area.
Measures size of the library's collection.

Objective 14301.01 Has the Following Strategies:

- Provide increased financial resources for library services and materials.
- Provide "advice, assistance and counsel" to public library staff, trustees and supporters to improve services and develop useful collections of library materials.
-

Service Area Plan

The Library Of Virginia

Administrative and Support Services (19900)

Service Area Background Information

Service Area Description

General Management and Direction: Provides the management and administrative support essential to being a well-managed agency of the Commonwealth. The functions included in this service area are:

The Library Board and the Office of the Librarian of Virginia
Human Resource Management
Fiscal Services
Public Information Services
Photographic and Digital Imaging Services
The Virginia Shop at the Library of Virginia
Facilities Management
Lease Agreement with the Department of General Services

Information Technology Management: Provides the technology and technological management and assistance necessary to allow users of Library information easy and efficient access to data and systems; provides support for efforts to preserve information through the use of Library technology; and provides technology consulting services to public libraries, localities, agencies and other organizations and project planning and implementation support to Library staff.

Physical Plant Services: Ensures that clean, safe and sanitary conditions are maintained in all agency offices, collection storage areas and public areas in the Library's facilities, including The Library of Virginia Building and the State Records Center.

Service Area Alignment to Mission

General Management and Direction and Physical Plant Services

These services align directly with the Library's mission by providing the human, fiscal and physical resources necessary to support the other service areas according to the best-management practices and standards, which is critical in fulfilling the Library's mission to provide citizens with the most comprehensive resources about their history and government and to preserve Virginia's historical and cultural history. This service area supports the Library stewardship goal and aligns with the first long-term objective for the Commonwealth established by the Council on Virginia's Future, to be "recognized as the best managed state in the nation."

Information Technology Management

This service area directly aligns with the Library's mission of preserving the culture and history of Virginia and providing access to information resources about Virginia. It aligns with the Library's goal to use appropriate technology and high technical standards to safeguard and provide access to Virginia's historical collections and information resources. This service area also aligns with the first and sixth long-term objectives established by the Council on Virginia's Future, to "be recognized as the best managed state in the nation" and to "protect, conserve, and wisely develop our natural, historical, and cultural resources."

Service Area Plan

The Library Of Virginia

Administrative and Support Services (19900)

Service Area Statutory Authority

§42.1 of the Code establishes the Library Board membership and authority and authorizes The Library of Virginia to perform the functions and services described in the other service areas outlined in this document. Administrative support services are essential to carrying out the responsibilities within each service area.

§ 42.1 of the Code authorizes the Library of Virginia to perform the functions and services outlined in the title's various sections (described in the service areas outlined above). Information technology services are absolutely essential to carrying out the Library's responsibilities in today's world. These services are critical to the vitality and professionalism of an information agency such as the Library of Virginia.

Service Area Customer Base

Customer(s)	Served	Potential
Community organizations		
Elected and appointed officials		
Heritage Tourism Industry	0	0
Library constituents		
Library staff	214	214
Library visitors and researchers	120,000	120,000
Library web site user sessions	1,800,000	
Public academic, special and school libraries		
Public library systems	91	91
State agencies		
State agencies, boards and commissions	194	194
The Library Board and Foundation members	40	40

Anticipated Changes In Service Area Customer Base

Changes in the customer base in other service areas may have an impact on General Management and Direction and Physical Plant Services.

There are no anticipated changes in the customer base for Information Technology Management.

Service Area Plan

The Library Of Virginia

Administrative and Support Services (19900)

Service Area Partners

Department of Accounts

The Library participates in the Decentralization of Financial Records Program.

Service Area Partners

Department of General Services (DGS)

The Library participates in the electronic procurement program, eVA, administered by DGS.

Service Area Partners

North American Aleph Users Group, SOLINET, OCLC, VIVA, and the Richmond Academic Library Consortium.

Information Technology Management requires partners to meet the needs of our customers

Service Area Partners

Vendors

There are a number of contracts with vendors that provide services and products, which are necessary to meet the needs of our customers. For example, technology vendors for support and maintenance (such as Ex Libris) and service providers for services such as internet connectivity.

Service Area Partners

Virginia Information Technologies Agency (VITA).

The Library has a close working relationship with VITA, the state's central information technology agency.

Service Area Plan

The Library Of Virginia

Administrative and Support Services (19900)

Service Area Products and Services

- Human Resource management services: The Office of Human Resource Management provides employment, benefits, employee relations, training and compensation services to the Library staff and management as well as consultative services to public libraries directors throughout Virginia. These services support the staff and management of the Library and the public libraries of Virginia and ensure that they are well-equipped to deliver programs and services that will preserve the culture and history of the Commonwealth.
- Fiscal services: Comprehensive accounting, budget, financial reporting and procurement programs, managing fiscal resources of the Library within the guidelines and requirements promulgated by the Commonwealth and in compliance with Federal program regulations.
- Public information services: Agency brochures, the Library's newsletter, the bill tracker of legislation affecting libraries and the Library of Virginia, the annual report, news releases and the Library's Web site and events line.
- Photographic and digital imaging services: Digital imaging, photography, traditional printing, microfilm prints and digital prints of maps, archival materials, papers, drawings, documents, photographs, plates, rare books, and the Capitol Hill art collection.
- Graphic design services: All aspects of graphic design for agency publications, books, documents and exhibits.
- Retail services: The Library operates the Virginia Shop to enhance the visitor experience by providing quality merchandise related to collections, exhibitions and programs of the Library of Virginia; build public awareness of the Library of Virginia through its products and programs; financially support the Library's mission through the sale of related products; and advance knowledge of Virginia history and culture through the sale of the Library's products as well as selected merchandise from other institutions and publishers.
- Facilities management services: The Office of Facilities Management operates and maintains the agency's facilities, including the Library of Virginia Building and the State Records Center. The latest technology is used to provide the environmental conditions and security measures necessary to preserve and protect the rare and priceless collections of the Library, while providing the public access to the maximum extent possible. Other support services provided are mail and supply services, scheduling and coordination of the public meeting rooms by internal and external groups, and patron information and reception services.
- Information Technology Management: Easy, efficient access to Library collections
- Information Technology Management: Data and preservation storage
- Information Technology Management: High-speed internet access and public wireless connectivity
- Information Technology Management: Technology consulting
- Information Technology Management: Internal project management, including management of the Library's integrated library system
- Information Technology Management: Database applications and development
- Information Technology Management: Web site development and maintenance
- Information Technology Management: Management of multiple listservs

Service Area Plan

The Library Of Virginia

Administrative and Support Services (19900)

Service Area Products and Services

- Information Technology Management: Hardware and software standardization, integration, and refresh
- Information Technology Management: Technical support
- Information Technology Management: Business recovery and planning
- Physical Plant Services: Housekeeping services are provided for the Library Building and the State Records Center.
- Physical Plant Services: Additional support services are provided in the form of support for meetings and special events held at the Library of Virginia and oversight of a pest control program designed to protect the collections.

Service Area Plan

The Library Of Virginia

Administrative and Support Services (19900)

Factors Impacting Service Area Products and Services

General Management and Direction:

- State funding cycles
- Inadequate staffing levels
- Customer demands, both internal and external
- Legislative initiatives
- Recurring costs after initial investment in equipment and the Library's infrastructure

Information Technology Management:

- Uncertain funding at the state and federal level
- Inadequate state funding to meet the challenges of electronic/digital record storage, access and long-term preservation needs.
- State-mandated requirements and increasing costs associated with participation in VITA make affordability a major issue. Potential PPEA-driven outsourcing further complicates the situation and adds to the uncertainty and potential instability, as well as loss of control and decisions influenced by a private profit-driven company.
- Customer services would have to be reduced if funding cuts and/or cost increases occur.
- Increasing customer demands also impact service as adequate staffing levels must be maintained.
- Other external factors include a perceived low statewide priority for Library technology projects and VITA's long approval and RFP process.

Anticipated Changes To Service Area Products and Services

- The demand for services continues to increase from both internal and external customers.
- Improved and broader access to data, securely and at faster speeds requires technology upgrades at an escalating pace.
- Growth and complexity of electronic resources necessitates new services to be provided, such as policy/procedure/guideline development, project management for new digitization projects and electronic records retention and archival preservation standards and services.
- VITA's PPEA-driven outsourcing may cause changes in our ability to easily and efficiently deliver some of the products and services we currently provide due to loss of resource control.

Service Area Plan

The Library Of Virginia

Administrative and Support Services (19900)

Service Area Financial Summary

	<u>Fiscal Year 2007</u>		<u>Fiscal Year 2008</u>	
	General Fund	Nongeneral Fund	General Fund	Nongeneral Fund
Base Budget	\$5,169,425	\$1,595,783	\$5,169,425	\$1,595,783
Changes To Base	\$895,932	\$220,000	\$903,046	\$270,000
SERVICE AREA TOTAL	\$6,065,357	\$1,815,783	\$6,072,471	\$1,865,783

Service Area Plan

The Library Of Virginia

Administrative and Support Services (19900)

Service Area Objectives, Measures, and Strategies

Objective 19900.01

To utilize technology appropriately to improve the preservation of Virginia's historical and cultural collections.

The growth of "born digital" electronic records and digital collections is changing the nature of historical long term preservation. The information is no longer just created and saved in its original paper form or microfilmed copy. Electronic resources must be preserved and safeguarded from future loss by means not yet clearly established. The Library must help create the necessary standards, guidelines and procedures for the Commonwealth and provide the technology necessary for the permanent storage of those electronic records and digital collections deemed archival or historically and culturally important. Electronic resources include email, websites, application data and digital images (photographs/video/etc) and sound.

This Objective Supports the Following Agency Goals:

- Technology: Use appropriate technology and high technical standards to safeguard and provide access to Virginia's historical collections and information resources.
(This objective aligns with the Library's mission to preserve the legacy of Virginia's culture and history and the Library's goal to use appropriate technology and high technical standards to safeguard and provide access to Virginia's historical collections and information resources. This service area also aligns with the first, third, and sixth long-term objectives established by the Council on Virginia's Future, to "be recognized as the best managed state in the nation," to "engage and inform citizens to ensure we serve their interests," and to "protect, conserve, and wisely develop our natural, historical, and cultural resources.")

This Objective Has The Following Measure(s):

• **Measure 19900.01.01**

Number of born-digital electronic records and images stored on permanent systems.

Measure Type: Output

Measure Frequency: Annually

Measure Baseline: New Measure, baseline not available. Baseline will be established using FY06 data.

Measure Target: Target will be established during 2006-2008 biennium.

Measure Source and Calculation:

Number of records stored on Library's technology systems that are dedicated to long-term permanent records, calculated by record count.

Objective 19900.01 Has the Following Strategies:

- Create an Electronic Resources Manager position with responsibility for coordinating unified approach to electronic records and digital resources.
- Investigate, demo and compare potential products and services and purchase those deemed most appropriate to meet the long-term needs of the Library and Commonwealth.
- Research the work of other states, private industry and national and international institutions to determine best practices.
- Establish working groups to create appropriate standards, guidelines and procedures.
- Research and purchase additional technologies and software when appropriate.
- Maintain network integrity and security.

Service Area Plan

The Library Of Virginia

Administrative and Support Services (19900)

Objective 19900.02

To ensure that resources are used efficiently and programs are managed effectively, and in a manner consistent with applicable state and federal requirements

The Virginia Excels management scorecard grades agencies on five criteria: Human Resource Management, Government Procurement, Financial Management, Technology, and Performance Management. The sixth criteria, Environmental & Historic Resource Stewardship, was not measured in 2005.

This Objective Supports the Following Agency Goals:

- Stewardship: Manage the Library's human, financial, and physical resources in keeping with recognized best practices and standards.

This Objective Has The Following Measure(s):

- **Measure 19900.02.01**

Percent of Governor's Management Scorecard categories marked as meets expectations for the agency.

Measure Type: Outcome **Measure Frequency:** Annually

Measure Baseline: The baseline is 100%, the number of 2005 "Meets Expectations" scores of five divided by five.

Measure Target: Continue to achieve "Meets Expectations" in each of the five criteria as well as in the Environmental and Historic Resource Stewardship criteria when it is measured during the 2006 - 2008 biennium.

Measure Source and Calculation:

The Virginia Excels management scorecard grades agencies on the following criteria: Human Resource Management, Government Procurement, Financial Management, Technology, Performance Management and Environmental and Historic Resource Stewardship. Divide the number of "Meets Expectations" scores by number of total criteria to receive the score.

Objective 19900.02 Has the Following Strategies:

- Educate staff on policies and procedures, especially changes in policies and procedures, included in the criteria for the Management Scorecard.
- Maintain "Meets Expectations" score in all criteria by updating and ensuring compliance with standards, guidelines and procedures as appropriate.